

W-01303A-10-0448



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:

2014 APR 23 P 3:16

Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 115916Date: 4/23/2014Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: Shirley

Owens

Account Name: Shirley OwensHome:Street:Work: (000) 000-0000City: Sun City WestCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Water *AAWCDivision: WaterContact Name:Contact Phone:Nature of Complaint:Name: Shirley OwensDate: 4/23/14Address:Phone:CityStateZip: Sun City WestCell:Docket: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343DocketNo: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343Utility: EpcorEmail:Comments:

Arizona Corporation Commission

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APR 23 2014

DOCKETED BY

I am a real estate agent and I specialize in selling homes in the community of Corte Bella where I have lived for 7 years. I have enjoyed a successful career and am proud to say that I have sold over 130 homes in Corte Bella. My broker recently agreed that we must disclose in writing to potential buyers that the water and sewer rates are going to be higher than other communities and that there is a dispute going on between the service provider and it's customers. It would seem to me that you would realize that when the cost of water and sewer is so high that we must warn people about it, there is a big problem! This issue already impacting the real estate market in Corte Bella. Some people are listing their homes and moving because they feel that they are being unfairly ripped off by Epcor, and others have decided not to purchase here because of the current cost of water and sewer and the fear that it may go even higher. Again, when Realtors are required to WARN the public about something so basic as water and sewer costs, something is wrong. In the past, I have been able to just say.. "If you want to live in Corte Bella you need to know that you will be dealing with the Rip Off water company" "Our rates are higher than others". But now because of the public visibility of the dispute, it must be disclosed in writing. Most people in the 45+ age group are reasonable people and appreciate having clean water & great service from their provider. They are all willing to pay a fair price and maybe even a little higher cost.. But our bills are way past fair and reasonable. Something needs to be done to protect the residents of Corte Bella and our property values. Can you please help?

ARIZONA CORPORATION COMMISSION

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End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-10-0448.

End of Comments

Date Completed: 4/23/2014

Opinion No. 2014 - 115916
